Position Description

Position number:	PN051	Last reviewed:	August 2025
Designation:	ICT Systems Administrator		
Classification:	Full-time / Permanent	Salary band:	Band 4
Business area:	Information and Communications Technology (ICT) Services		
Reports to:	Head of ICT Operations and Support Services		
Key stakeholders:	AMC Executives, AMC Staff and external suppliers		

Organisational purpose

The AMC's purpose is to ensure that the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community.

AMC values

- Integrity
- Cultural safety
- Collaboration
- Openness and accountability
- Striving for excellence
- Innovation

Business area purpose

The ICT Services business area is responsible for implementing, managing and supporting ICT solutions that facilitate the achievement of the AMC and associated business areas' vision, mission and strategic objectives as well as ensuring the business continuity of its day-to-day operations.

Position purpose

The System Administrator ensures the reliability, security, and performance of the organisation's IT infrastructure, both on-premises and in the cloud. This role supports business continuity by managing servers, networks, and core IT services while also administering the Microsoft 365 environment to enhance productivity, collaboration, and communication across the organisation. As part of the M365 ecosystem, the System Administrator also provides support for SharePoint Online to ensure effective document management and knowledge sharing. By delivering stable systems, safeguarding data, and enabling efficient use of technology, this role directly contributes to operational efficiency, user satisfaction, and overall business success.

AMC commitment to cultural safety, diversity, and inclusion in the workplace

The AMC aims for a diverse workforce to reflect the Australian community we serve. We believe diversity improves ideas and results in better outcomes and our employment policies reflect our commitment to diversity and inclusion.

The AMC is committed to a working environment that is inclusive and culturally safe for all. The AMC works closely with a number of Aboriginal and/or Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure a working environment that is inclusive and culturally safe at all times.

All AMC staff are required to participate in ongoing cultural safety training.

To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and/or Torres Strait Islander and Māori Peoples in our workforce. *The AMC encourages applications from Aboriginal and/or Torres Strait Islander and Māori Peoples for all roles advertised.*

Position responsibilities

The System Administrator manages core IT infrastructure, including servers, storage, networks, and security, to ensure reliable operations. This involves handling Active Directory, DNS, DHCP, Group Policy, and applying updates, patches, and disaster recovery to protect business continuity. A primary duty is managing the Microsoft 365 environment—Exchange Online, Teams, OneDrive, Intune, and Azure Active Directory—by overseeing user accounts, licenses, and policies, monitoring system health, and ensuring compliance. The role also supports SharePoint Online through site configuration, permission management, and assisting staff with document management. The Administrator provides advanced support for escalated issues, trains users on Microsoft 365 tools, and promotes effective technology use to boost productivity. Additional responsibilities include maintaining documentation, identifying automation opportunities, and staying current with emerging technologies to recommend improvements aligned with business goals.

Position key results area (KRAs)

1. Systems Administration
   - Administer, monitor, and maintain on-premises servers, storage, and networking equipment to ensure reliable performance and security.
   - Manage Active Directory, DNS, DHCP, and Group Policy for user accounts, authentication, and access control.
   - Implement and maintain backup, recovery, and disaster recovery solutions to safeguard data and support business continuity.
   - Apply system patches, updates, and security configurations in line with organisational policies.

2. Microsoft 365 Administration
   - Manage the Microsoft 365 tenant, including Exchange Online, Teams, OneDrive, Intune, and Azure Active Directory.
   - Administer user accounts, licenses, and security groups while ensuring compliance with governance and security policies.

- Configure and monitor endpoint management, mobile device management, and security policies via Intune.
- Monitor system health and service performance, escalating or resolving issues to minimise disruption.
- Support the adoption of Microsoft 365 tools by providing user guidance, training, and documentation.

3. SharePoint Support

- Configure and maintain SharePoint Online at a functional level, including sites, permissions, and document libraries.
- Support business units in effective document management and collaboration practices.
- Troubleshoot and resolve SharePoint-related issues, escalating complex cases where necessary.

4. Stakeholder Support

- Respond to escalated technical issues and provide advanced troubleshooting for end-users.
- Assist users in leveraging Microsoft 365 and SharePoint to improve collaboration and productivity.
- Deliver clear communication and training sessions to improve technology adoption.

5. Teamwork and Communication

- Support and work cohesively in the Systems Administration team to achieve strong outcomes, deliver and manage high-quality communications across stakeholder groups.

6. Continuous Improvement and Documentation

- Maintain up-to-date documentation for systems, processes, and configurations.
- Identify opportunities for automation, standardisation, and efficiency improvements in IT operations.
- Stay current with emerging technologies, particularly within Microsoft 365 and security domains, and recommend enhancements to support business objectives

Key selection criteria

Experience/knowledge

- Bachelor's degree in IT, Computer Science, or equivalent experience.
- Proven experience as a System Administrator with hands-on Microsoft 365 administration.
- Strong knowledge of Windows Server, Active Directory, DNS, DHCP, and security best practices.
- Proficiency with Microsoft 365 tenant administration, Exchange Online, Teams, OneDrive, Intune, and SharePoint Online.
- Experience with Azure AD, conditional access, and M365 security compliance features.
- Familiarity with virtualisation (VMware, Hyper-V, etc) and hybrid cloud environments.
- Excellent troubleshooting, documentation, and communication skills.

Additional requirements/qualifications

- A tertiary qualification in a relevant IT discipline, for example, computer science, computer engineering or equivalent certification in systems administration and support.
- The successful applicant will be able to demonstrate an established history of continuous professional development.
- Must be available to perform after-hours support where required.